

JUSTIFICATION FOR AN EXCEPTION TO FAIR OPPORTUNITY

1. Contracting Activity: Department of Veterans Affairs (VA)
Office of Acquisition Operations
Technology Acquisition Center
23 Christopher Way
Eatontown, New Jersey 07724
2. Description of Action: The proposed action is for a two month, Firm-Fixed-Price modification to Task Order (TO) VA118-1007-0011 issued under the Transformation Twenty-One Total Technology (T4) Contract VA118-11-D-1007. This modification will be for a two month TO extension from January 1, 2015 through February 28, 2015 to continue providing Siemens Telephone Switch Maintenance and Technical Support Services Veterans Integrated Service Network (VISN) 7 Private Branch Exchange (PBX) systems in accordance with Original Equipment Manufacturer maintenance specifications.
3. Description of the Supplies or Services: This TO provides maintenance services for the existing VISN 7 PBX systems to include all hardware and associated software and ports provided by the PBX and, or any other component to the extent that if the common equipment, any station/trunk/cards, or any other PBX component fail, the failed equipment and associated software will be replaced with new equipment and associated software. This maintenance includes all hardware, software, connectivity and support devices associated with these systems. Items to be maintained shall include PBX systems, communications/ancillary equipment such as Voice Mail Systems, Automated Attendant, software associated with special application servers and devices. The purpose of this proposed modification is to provide a bridge between the current VISN 7 PBX Maintenance and Technical Support contract and competitively awarded procurement.
4. Statutory Authority: The Statutory authority permitting an exception to fair opportunity is Section 41 U.S.C. 4106(c)(3) as implemented by the Federal Acquisition Regulation (FAR) Subpart 16.505(b)(2)(i)(C), entitled "The order must be issued on a sole-source basis in the interest of economy and efficiency because it is a logical follow-on to an order already used under the contract, provided that all awardees were given fair opportunity to be considered for the original order."
5. Rationale Supporting Use of Authority Cited Above: The proposed source for this action is CACI-ISS, Inc., 14370 Newbrook Drive, Chantilly, Virginia 20151. The current TO was awarded competitively to CACI-ISS. VISN 7 facilities rely on telephone services to support patient health care services. Routine, emergency, and maintenance services are required to sustain the dependability and functionality of the PBX Systems to include associated components affixed to the overall telephony solution. The maintenance addresses both routine and contingent operations for all the supported sites are listed in Attachment 001 of the Performance Work Statement (PWS).

Justification for an Exception to Fair Opportunity - Siemens Telephone Switch Maintenance and Technical Support Services

VISN 7 PBX is comprised of Siemens Telephone Switch Platform. As a result, VA Telecommunications Specialists are trained and certified by Siemens. VA Telecommunications Specialists provide Tier 1 support, receive all end-user calls and troubles from the Region 3 Help Desk and evaluate and resolve 90% of routine calls. They perform all approved user moves, adds, and changes. VA requires Tier 2/3 support, software patches, and software/hardware updates for its VISN 7 Siemens Telephone Switch Platform. VISN 7 facilities rely on telephone services to support patient health care services. Routine, emergency and maintenance services are required to sustain the dependability and functionality of the PBX systems.

The existing contractor, CACI-ISS, Inc., has established processes already in place to support the Government's PBX maintenance and technical support for VISN 7. VISN 7's PBX system is a highly complicated technical environment. Telecommunication voice and data services are considered mission critical to VA Medical Centers (VAMCs) and Community Based Outpatient Clinics (CBOCs). In the event that the PBX telecommunications systems were to become inoperable, it would pose a significant risk to the VAMCs and the CBOCs rendering them unable to communicate and fully perform their business and mission requirements. Additionally, CACI-ISS, Inc. has a firm understanding of VISN 7's PBX system and this two month extension will ensure that these required and critical services remain continuous as a break in service would be detrimental to the Nation's Veterans and could have a direct affect patient care. A continuity of knowledge and expertise must be maintained to avoid limiting the VAMCs and CBOCs ability to perform its day to day functions and jeopardizing VA's overall mission to serve the Veterans. Therefore, the aforementioned services are required for two additional months in order to provide seamless support while a competitive procurement is solicited and awarded.

6. Efforts to Obtain Competition: Market research was conducted, details of which are in the market research section of this document. This effort did not yielded any additional potential sources that could provide the seamless support while the competitive procurement is solicited and awarded. Due to the critical need for continuity of support, there is no competition for this acquisition. In accordance with FAR 5.301(a)(2)(ii) the proposed action will be synopsisized on the Federal Business Opportunities (FBO) Page and this Justification for an Exception to Fair Opportunity will be also be posted to FBO.

7. Actions to Increase Competition: Barriers to future competition are not anticipated. A competitive TO is anticipated to be awarded on or before February 28, 2015, and future acquisitions will be awarded on a competitive basis.

8. Market Research: Market research conducted in December 2014 indicated that VISN 7 Siemens Telephone Switch Maintenance falls within the scope of the T4 Basic PWS paragraphs 4.2.3 IT Service Management Implementation; 4.2.10 Engineering and Technical Documentation; 4.6.1 Systems/Network Administration; 4.6.2 Network Telecommunications Infrastructures; and 4.6.2.2 Voice Systems. The VA Technology Acquisition Center conducted market research by releasing a Request for Information (RFI) to all T4 vendors on December 9, 2014. This RFI yielded responses from

Justification for an Exception to Fair Opportunity - Siemens Telephone Switch Maintenance and Technical Support Services

numerous T4 vendors who were determined to be capable of providing the required services. However, current support runs out December 31, 2014 and while market research indicates there are several contractors in the federal market place that can perform the required services, schedule constraints do not allow for a TO to be competed and awarded under T4 before the current period of performance ends. Therefore, to prevent a lapse in service, this two month extension will be awarded to the incumbent while the requirements for the new competitive TO are finalized and an award can be made on a competitive basis on T4.

9. Other Facts: This non-competitive effort is necessary to ensure continuous PBX maintenance and support services to VISN 7.